

Career Opportunity with Employment Screening Resources (ESR): Client Services Representative

Do you have a track record of over-achieving at work? Are you a problem solver? Do you easily build trusting and long-lasting business relationships with clients?

If your answer is “YES!” then apply today to join [Employment Screening Resources’ \(ESR\) team](#) as a Client Services Representative. As a Client Support Representative, you will provide outstanding service by building client rapport, continually educating clients on the use of ESR's technology and best practices, and exceeding the client expectations.

At ESR, we offer comprehensive background screening services, products, and solutions that empower our clients to make compliant and informed hiring decisions – choosing the right person for the right job. Our work reflects the company's deep commitment to compliance, technical innovation, and the agility to respond to constant changes in the background screening landscape. We also, provide the tools, skills, knowledge, and resources necessary for employers to create their own safe hiring program.

In this role you will:

- Support clients/users with day-to-day service inquiries and consistently exceed expectations for service quality
- Build and maintain solid, long-lasting client relationships
- Develop trusted advisor relationships with key accounts, client stakeholders and executive sponsors
- Ensure the timely and successful delivery of our solutions according to client needs and objectives
- Clearly communicate the progress of company initiatives to internal and external stakeholders
- Continually educate clients on best practices regarding the company’s products and services
- Work collaboratively with other units within the organization
- Share client success stories with the organization

Your Qualifications:

- High School Diploma or equivalent (certificate program, some college or a degree is a plus)
- Experience in providing client services/customer relations in an office environment.
- Established skills in analytical problem solving and resolution
- Demonstrated a record of successful outcomes in handling difficult situations and customers
- Exhibited effective communication by phone, email or in person through strong verbal and written communication skills, including grammar and spelling
- Multi-tasking in a fast-paced environment
- Sense of urgency and high attention to detail
- Well organized, able to prioritize, and efficiently work under high volume conditions
- Microsoft Office – intermediate experience required, advanced experience a plus

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- Use of the Internet including use of multiple browsers and search engines – advanced experience required
- Must be able to pass a background check
- Spanish speaking is not required but is a plus

Employment type: Full-time

Compensation: \$18 - \$20 per hour. 8 paid holidays each year and paid time off. We offer a competitive compensation and benefits package including 100% paid medical, dental, vision and life insurance benefits within 30 days of employment.

We make it simple to apply -

- Email your resume to careers@esrcheck.com.
- Include **Client Services Rep Candidate** in the subject line.
- Your resume should include your phone number and email address.
- A cover letter is not required, however, we will read it if you include one.

ESR has earned accreditation issued by the National Association of Professional Background Screeners, Background Screening Credentialing Council by demonstrating competency and compliance related to critical policies and procedures in areas such as consumer protection legal compliance. ESR is an industry leader in compliance, protection of consumer privacy and client education. For more information about ESR visit our website at www.esrcheck.com.